



PENDLE HILL

A QUAKER STUDY, RETREAT & CONFERENCE CENTER

338 Plush Mill Road
Wallingford, PA
19086-6023
(610) 566-4507
FAX (610) 566-3679
www.pendlehill.org

April 2018

POSITION: Guest Services Associate (Part Time)

REPORTS TO: Guest Services Manager

GENERAL SUMMARY: Pendle Hill, a Quaker study, retreat and conference center seeks a part-time Guest Services Associate (25-29 hours per week) to assist and support the Guest Services Manager in providing event planning and event set up and breakdown. This includes the day to day physical set up for the programs and events of our conference and educational services. In general, this position provides superior guest satisfaction to a variety of adult spiritual seekers, students, families, and groups.

This associate has responsibility for efficient hands-on participation in the hospitality services of a spiritual retreat center, which is at the same time a vibrant and busy organization. Responsibilities will also include collaboration with and support of housekeeping staff. The position helps to ensure prompt provision of a welcoming, clean, healthy, and safe environment for all students and guests in all areas.

The work of the Guest Services Associate supports the Events Planning Team by strategically quantifying and maintaining standards, and improving procedures and systems for the delivery of excellent customer service. Responding to customer complaints and to their recommendations and compliments will be an important factor ensuring continuous improvement in this department.

WORKING ENVIRONMENT: Pendle Hill is a Quaker study, retreat, and conference center that offers programs to people of all faiths and backgrounds. Pendle Hill offers residential, commuter, and online study programs, weekend workshops and retreats, conferences, scholarship opportunities, publications, bookstore, and rental space on our beautiful 24-acre campus. Pendle Hill is a fragrance-free, pet-free community.

DUTIES AND RESPONSIBILITIES

1. Demonstrate a welcoming presence and excellent customer service. Reflect Pendle Hill's mission and values in all interactions.
2. Ensure clean, orderly and safe facilities, meeting rooms and guest rooms.

Depending upon the needs of the day, the associate will be asked to perform any, but not all, of the following:

1. Following instructions/check-lists as part of being on a team, attends to the necessary items while filling remaining time with “back-burner” items.
2. Participate in the set-up and cleanup of meeting spaces and dining rooms
3. Set-up and monitor AV equipment in meeting spaces. Support and troubleshoot AV technologies.
4. Set-up and organize refreshments for programs, conferences, and special events.
5. Participate in the set-up and hosting duties of the dining room.
6. Coordinate event details with visitors upon their arrival. Participate as host to all program and conference facilitators throughout their visits.
7. Participate the registration process for Pendle Hill guests, programs and conferences, including reception desk operations, payment and orientation.
8. Report and help investigate any complaints regarding housekeeping and hospitality services, in cooperation with the Guest Services Manager.
9. Assist in the inventory, order and maintenance of conference supplies, AV equipment, and room keys.
10. Participate in the hospitality and emergency cell phone “on call” duty during working hours.
11. Participate in guest transportation to and from local train, monitoring use and cleanliness of vehicles.
12. Assist Housekeeping personnel and confirm room readiness.
13. Assist and support volunteers in dining, hospitality, and housekeeping services.
14. Support hospitality and housekeeping colleagues in the Guest Services Manager’s absence.
15. Other tasks as assigned.

REQUIRED QUALIFICATIONS:

1. Excellent customer service and oral communication skills.
2. Great organizational skills.
3. Great time-management skills
4. Proficiency in Microsoft Word.
5. Willingness and ability to work irregular weekly and weekend hours, including several holidays.
6. Ability to lift up to 30 pounds and stand/walk for long periods of time.
7. Current driver’s license.
8. Ability to self-manage and be proactive is key, as well as the ability to identify problems in operation and implement the correct solutions.
9. Works well under direction.

DESIRED QUALIFICATIONS:

1. Experience in event coordination and hospitality services.
2. Understanding of AV set up, technology, and equipment. Some experience as part of a collaborative team.
3. Proficiency in Microsoft Excel
4. Some experience providing hospitality to groups.
5. Bachelor's degree or equivalent in work experience.
6. Strong understanding of the needs and conditions necessary for spiritual retreat.

EXPECTATIONS OF ALL PENDLE HILL EMPLOYEES:

1. A highly welcoming attitude and willingness to provide hospitality for members of, and visitors to, the Pendle Hill community. Openness to a wide range of spiritual beliefs and experiences, cultural backgrounds and practices, and differences (of all kinds).
2. Familiarity with Quaker faith and practices, and a commitment to learning more and/or a willingness to gain, deepen, and nurture such knowledge.
3. Appreciation of the role of Quakerism in the mission of Pendle Hill.

TIME EXPECTATIONS: This is a part-time, non-exempt position consisting of 25-29 hours per week and including frequent evening and weekend hours, as well as work on holidays.

COMPENSATION AND BENEFITS: Compensation includes an hourly wage of \$13.00 per hour plus some meals as part of taxable compensation and the opportunity to obtain a Swarthmore College ID card, which will enable you to access the Swarthmore library and recreational facilities. Part-time employees who work at least 1,000 hours per fiscal year are eligible to participate in Pendle Hill's retirement plan.

NONDISCRIMINATION POLICY: Pendle Hill appoints individuals without discrimination based on color, ethnicity, race, sexual orientation, class, gender identity or expression, pregnancy, age, national origin, ancestry, ability, marital status, domestic partnership or civil union status, religious affiliation, or any other category protected by law. Pendle Hill recognizes that some of these categories are social constructs, not rooted in science. Our aim is to be inclusive and affirming.

BACKGROUND CHECKS: Pendle Hill will conduct a background check for all candidates prior to hire.

INTERESTED? Please submit a current resume; contact information for three references, two of which are people who have supervised your work (we will not contact your references without checking with you first); and a cover letter describing your qualifications, including how you heard about the position

(resumes received without a cover letter will not be considered), to Hannah Mayer, 338 Plush Mill Road, Wallingford, PA 19086 or hmayer@pendlehill.org. Please put **Guest Services Associate** and your last name in the email subject line.

Review of applicants will continue on a rolling basis until the position is filled with an anticipated start date in May. When applications are no longer welcome, this posting will be removed from the employment page of the Pendle Hill website.